

Public Performance Review Process - Update

Our vision is to be a:

Collaborative partner championing the best results for the great state of Washington.

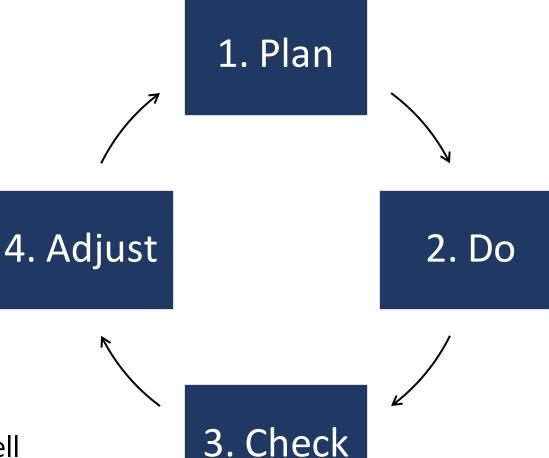
Our mission is to:

Improve state government by approaching complex issues through collaboration, performance management, and continuous improvement.



Public Performance Review (PPR) Process

- We have refocused our efforts and are partnering with state agencies to tackle complex, cross-enterprise improvement projects
- Work is guided by the Governor's five goal areas and agency priorities
- We are facilitating and coordinating each project team and applying the PDCA cycle to the work
- The goal is to provide up-front clarity as well as opportunities to check back with agencies





PPR - Cross-Enterprise Improvement Topics

Anchored in the Governor's Five Goal Areas, we are pursuing improvements in each of the topics below.

Goal 1: World Class Education

- Early Learning
- Career Connect

Goal 2: Prosperous Economy

 Economic Recovery Post-COVID

Goal 3: Sustainable Energy & Environment

• Combat Climate Change

Goal 4: Healthy & Safe Communities

- Reduce Homelessness
- Behavioral Health Care System – Improving Community Options

Goal 5: Efficient, Effective & Accountable Government

• Diversity, Equity, and Inclusion



PPR – How We Got to 2021

July/August 2020

ugust 2020

 Held initial Goal meetings with Exec Cabinet Agency Deputies, OFM, several other agencies to identify cross-enterprise project ideas September 2020

- Finalized 2021
 project
 recommendations
 with Agency
 Deputies
- Obtained approval from the Governor on 2021 projects

November/December 2020



Early 2021

- Began project charter development with agencies
- Develop, finalize, and publish 2021
 Public Performance
 Review schedule

- Continue project charter development with agencies
- First Public Performance Review in April '21



Public Performance Review Agency Sponsors and Supporting Agencies WASHINGTON								
Topic	Improvement Projects	Responsible & Accountable Agencies	Supporting, Consulting, and Informed Agencies	RW Project Leads				
Early Learning	1.1 Create accessible, navigable career and educational pathways - workforce	DCYF, DOC, +RW	GOV, HCA, LNI, OFM, SBCTC, WTB	Charice & Geoffrey				
Career Connect	1.2 Increase equity in recruitment in career connect services and partnering with wrap around services	DOC, ESD, SBCTC, +RW	DCYF, DVA, GOV, HCA, LNI, OFM, WSDOT	Christine & Jessica				
Economic Recovery Post-COVID-19	2.1 Ensure an equitable economic recovery and measure the economic recovery through an equity lens - leverage the work of the Poverty Reduction Work Group	COM, DSHS, ESD, OFM, +RW	DCYF, DFI, DOC, DOH, DOL, ESD, GOV, HCA, LNI, OMWBE, WSDOT, WTB	Charice & Jessica				
	2.2 Connect and integrate the social safety net with economic recovery	COM, DOC, DSHS, +RW	DCYF, DFI, DOH, DOL, DOR, DVA, GOV, HCA, LNI OMWBE, WSDOT, WTB	Christine & Geoffrey				
Combating Climate Change	3.1 Implementation of Greenhouse Gas Bill #HB2311 (passed last session) - Agency plans to reduce emissions	COM, DES, ECY, +RW	DOH, GOV, OFM, PSP, WSDOT	Christine & Jessica				
	Topic Early Learning Career Connect Economic Recovery Post-COVID-19 Combating Climate	Topic Improvement Projects Early Learning 1.1 Create accessible, navigable career and educational pathways - workforce Career Connect 1.2 Increase equity in recruitment in career connect services and partnering with wrap around services 2.1 Ensure an equitable economic recovery and measure the economic recovery through an equity lens - leverage the work of the Poverty Reduction Work Group 2.2 Connect and integrate the social safety net with economic recovery Combating Climate 3.1 Implementation of Greenhouse Gas Bill #HB2311 (passed last session) -	Topic Improvement Projects Early Learning 1.1 Create accessible, navigable career and educational pathways - DCYF, DOC, workforce 1.2 Increase equity in recruitment in career connect services and partnering with wrap around services 2.1 Ensure an equitable economic recovery and measure the economic recovery through an equity lens - leverage the work of the Poverty Reduction Work Group 2.2 Connect and integrate the social safety net with economic recovery 3.1 Implementation of Greenhouse Gas Bill #HB2311 (passed last session) - COM, DES, ECY,	Topic Improvement Projects Responsible & Accountable Agencies Early Learning 1.1 Create accessible, navigable career and educational pathways - Workforce 1.2 Increase equity in recruitment in career connect services and partnering with wrap around services 1.2 Increase equity in recruitment in career connect services and partnering with wrap around services 1.2 Increase equity in recruitment in career connect services and partnering with wrap around services 1.2 Increase equity in recruitment in career connect services and partnering DOC, ESD, SBCTC, +RW DCYF, DVA, GOV, HCA, LNI, OFM, WSDOT COM, DSHS, ESD, OFM, PRW DCYF, DFI, DOC, DOH, DOL, ESD, GOV, HCA, LNI, OFM, WSDOT COM, DSHS, ESD, OFM, PRW DCYF, DFI, DOC, DOH, DOL, ESD, GOV, HCA, LNI, OFM, PRW DCYF, DFI, DOH, DOL, DOR, DVA, GOV, HCA, LNI, OFM, PSP, WSDOT COM, DES, ECY, DOH, GOV, OFM, PSP, WSDOT COM, DES, ECY, DOH, GOV, OFM, PSP, WSDOT COM, DES, ECY, DOH, GOV, OFM, PSP, WSDOT COM, DSP, ESP, WSDOT COM, DSP				

Clean Environment	
¥ T ¥	Reduce Homelessness
Goal 4. Healthy and	Behavioral Healthcare

Safe

Communities

Goal 5.

Efficient, Effective, and

Accountable

Government

System – Community

Diversity, Equity, &

Inclusion – Service

Diversity, Equity, &

Inclusion – Workforce

Delivery

4.1 and 4.2 Wrap Around, peer support and community services during transition out of BH/ DDA/DOC/juvenile justice 24/7 institutions and sustained support for successful reintegration

5.1 Include meaningful community/customer engagement in developing

5.2 Embed DEI values into strategic plans, with measurable actions,

equitable access to information and services

levels of the organization

policies, designing programs, and allocating resources to ensure more

established accountability and continuous improvement throughout all

DCYF, HCA,

+RW

+RW

+RW

COM, DCYF, DOC, HCA, +RW

DES, DFI, DOC, DSHS,

ECY, OMWBE, WSP,

DFI, DOC, ECY, ESD,

OFM, OMWBE, WSP,

DFI, DOH, DSHS, DVA, GOV, MIL, OFM

OFM, WSDOT, WSP, WTB

WaTech, WSDOT

WSDOT

COM, DOH, DOL, DOR, ESD, GOV, OFM,

COM, DOH, DOL, DOR, DVA, GOV, WaTech,

Charice & Jessica COM, DFI, DOC, DOH, DSHS, DVA, GOV, MIL, Christine &

Geoffrey

Jessica &

Geoffrey

Charice &

Christine



2021 Project Team and Public Performance Review Schedule

Improvement Project Topic	RW Project Leads	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
1.1 - Early Learning	Charice & Geoffrey				Start						Oct 20		
1.2 - Career Connect	Christine & Jessica			Start						Sep 22			
2.1 - Economic Recovery: Equity Lens	Charice & Jessica		Start				Jun 23						
2.2 - Economic Recovery: Safety Net	Christine & Geoffrey			Start				Jul 28					
3.1 - Climate Change	Christine & Jessica	Start										Nov 17	
4.1 – Reduce Homelessness	Charice & Jessica	Start			Apr 28								
4.2 - Behavioral Health in Community	Christine & Geoffrey		Start			May 26							
5.1 - DEI: Service Delivery	Jessica & Geoffrey				Start								Dec 8
5.2 - DEI: Workforce	Charice & Christine				Start								Dec 8

This schedule reflects when project team scoping will start and when the Public Performance Reviews will be held.

Project teamwork will continue in between the months leading up to and after Public Performance Review meetings.

Start: project kick-off

Ongoing project work

Public Performance Review



PPR – Project Team Roles Were selected by Agency Senior Leaders

Role	Completes Prework	Contributes to Project Charter	Project	Develops Project Plan	Lead Implementation	Present at PPR Meeting	Participates in Ongoing Project Work
Responsible • Primary leadership to implement and influence statewide direction • Topic is tied to agency's main strategic priorities							
 Accountable Responsible for setting/influencing statewide direction Role may be referenced in statutes, laws, Governor's directives, memos, Executive Orders Tied to agency's main strategic priorities 							
 Support Actively involved in meeting project goals Topic is tied to agency's main strategic priorities 						As needed	
 Consulted Provides subject matter expertise as required May not be involved in all parts of the project team operations 						As needed	As needed
 Informed Strategic need to be informed of project progress May not be involved in all parts of the project team operations 							As needed



PPR - Improvement Project Process

Each project team, in partnership with Results Washington, will move through the process below.

Develop Project Charter

Develop & Implement Project Plan

Public Performance Review

Ongoing Project Work

- Complete Preparation Work
- Complete all components of project charter
- Commit to action
- Sponsors sign project charter

- Identify actionable strategies
- Define tasks and deliverables
- Risk management plan
- Communication plan
- Complete deliverables
- Track progress

- Report progress
- Highlight customer voice
- Commit to follow up action

- Adjust plan as needed
- Publish results